

YOUR PASSPORT TO HEALTH NEWSLETTER

August - September 2004

Keeping
Clients
Informed

WHAT'S INSIDE ...

- Team Care Program
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- Nurse First Reminder



Services provided under the direction of the **Montana**
Department of Public Health and Human Services.

Team Care Program

What is the Team Care Program? Who is it for?

The Team Care Program is a new part of the PASSPORT to Health Program. Team Care is only for Medicaid clients who have misused a lot of health care services.

Team Care focuses on clients with a known history of misusing services. It gives them extra help when they need to get health care.

If you have been enrolled in Team Care, it will help you decide **how, when, where, and at what time** you can seek Medicaid payable services.

Our goal is to teach you how to use the health care system the right way. You will continue to get the care you need, and a Team to help you decide the right time and place.

How Team Care Works

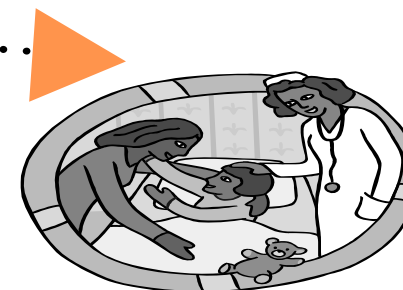
Team Care members **must call the free Nurse First Advice Line before seeking medical care, even from your PCP, unless** you have a life or limb-threatening emergency. The nurse will help you decide how to best access care.

The nurses at the Nurse First Advice Line are always there. Call them any time of the day or night. The call is free.

Your Team Care provider will take care of most of your health care needs. You need a referral from your Team Care provider before you see any other health care providers. If you do not have a referral, you will be responsible for the bill.

You must also get all your prescriptions at **one** pharmacy.

If you have any questions about PASSPORT to Health or Team Care, call the Medicaid Help Line at 1-800-362-8312. The Medicaid Help Line is open Monday through Friday from 8:00 am to 5:00 pm. The call is free. We're here to help!





Help your children get the most out of school!

Serve healthy breakfasts

Children who eat breakfast every day do better in school. They think faster, solve problems more easily, and sit still longer. Children are more likely to eat breakfast if someone (parent, brother, or sister) eats with them.

Fun and exercise

Children have a lot of energy! Play and sports will help your child stay healthy. Many schools have exercise or sports programs. Find out what is available for your child.

A good night's sleep

To do their best in school, children need to have regular bedtimes. Most children need at least nine hours of sleep each night.

Safety

Make sure your children are safe getting to school every day. Children who ride bikes should wear helmets. Children in cars should always wear seatbelts. Those who walk to school should look for traffic.

Medicaid Survey



Help us make sure PASSPORT To Health is working well for you! If you receive a survey in the mail later this year, please take a few minutes to fill it out. Your answers will help us see how satisfied you are with:

- Your provider
- Your child's provider
- Medical care that your family got in the last six months
- The referral process

Your answers will also help us see how useful Montana Medicaid print materials, such as this newsletter, are to you.

Parents of children who are enrolled in PASSPORT To Health may also receive a separate survey.

If you have any questions about either survey, call the Montana Medicaid Help Line at: 1-800-362-8312.

Nurse First Advice Line



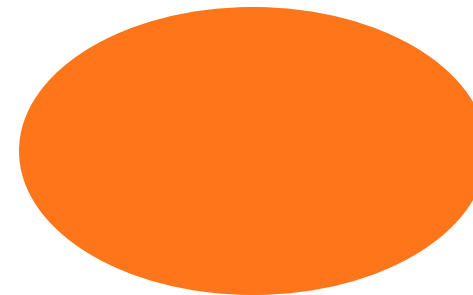
The Nurse First Advice line is available to **most** Medicaid clients.

If you are sick, hurt, or need health care advice, you can get help any time of the day or night by calling Nurse First. A registered nurse will ask you about your symptoms, then help you get the care you need.

If you think your health concern is life threatening, call 911 or your local emergency service.

The nurses are specially trained and will help you decide if you should treat your symptoms at home, visit your provider, or go the emergency room.

The calls are **always free**, so call today for access to health care without having to leave your home!



Important Phone Numbers

Montana Medicaid Help Line

General Medicaid Information
PASSPORT To Health

1-800-362-8312

Mental Health

(General Information)

1-888-866-0328

Social Security

1-800-772-1213

Children's Health Insurance Plan

1-877-543-7669

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